



MAJOR UNITS WE SUPPORT

US Army Soldier Systems Center

US Army Natick Soldier Research Development & Engineering

US Army Research Institute of Environmental Medicine

Product Manager—Force Sustainment Systems

Product Manager—Clothing & Individual Equipment

US Navy Clothing & Textile Research Facility

US Coast Guard Clothing Design and Technical Office

Integrated Logistics Support Center

Army Contracting Command, RDECOM Contracting Center—Natick Contracting Division

Document Automation & Production Service

US Army Medical Command Occupational Health Clinic

Network Enterprise Center—Natick

Civilian Personnel Advisory Center



US Army Soldier Systems Center Facts

- 1949:** Construction of Quartermaster Research Laboratory authorized by 81st Congress, Public Law 424
- 1952:** Ground-breaking ceremonies Construction Started
- 1953:** Quartermaster Research & Development Center Completed
- 1954:** Natick Dedication Day
- 1961:** Airdrop Research & Development Mission Acquired from Air Force
U.S. Army Research Institute of Environmental Medicine Co-located at Natick
- 1963:** Food & Container Elements (Chicago) Moved to Natick (Rations and Subsist)
- 1967:** Navy Clothing & Textile Research Facility Co-located at Natick
- 1975:** Tactical Rigid-Walled Shelters Program Initiated
- 1988:** Army Shelter Management Office Established
- 1992:** Natick Assigned to U.S. Army Aviation & Troop Command
- 1994:** U.S. Army Soldier Systems Command Activated
- 1995:** Product Manager-Soldier Support Established
- 1997:** Integrated Material Management Center Relocated to Natick
- 1998:** U.S. Army Soldier and Biological Chemical Command Activated—U.S. Army Soldier Systems Center Established
- 2002:** Establishment/Activation of Installation Management Agency
- 2003:** U.S. Army Garrison, Natick Reassigned to U.S. Army Installation Management Agency, Northeast Region Office
- 2006:** Establishment/Activation of Installation Management Command

Command



Philosophy



LTC Kari K. Otto

**Commander
U.S. Army Garrison, Natick
Installation Management Command
Natick, Massachusetts**

“Sustain, Support and Defend”

MISSION

Provide installation services supporting Soldiers and Family readiness and research, development and acquisition.

VISION

A sustainable community that fosters mission excellence by providing unparalleled facilities and customer service, delivered by a motivated, professional workforce.

GOALS

- First rate quality of life for Soldiers, Families and Civilian Workforce
 - Implement a comprehensive Community Outreach Program
 - Implement an Anti-Terrorism/Force Protection Program
 - Establish a Health and Suicide Prevention Program
 - Safety Always
- World-class facilities, services, infrastructure and environmental stewardship
 - Develop a sustainable, flexible Master Plan
 - Develop Energy Plan
- Resources and services fully supporting the installation and the Total Army
 - Streamline processes to improve performance and value
 - Develop a strategic communications plan
- A highly skilled, motivated, customer-focused organization supporting current and future missions
 - Establish effective customer feedback mechanisms
 - Develop multi-skilled and adaptive leaders and workforce

COMMAND FOCUS

- Safety and Risk Management - include in all you do
- Support Mission Readiness
- Support Quality of Life
- Strategic Communications at all levels
- Strengthen Business Processes
- Take Care of Soldiers, Families, and Civilians

MY COMMITMENT

- Uphold Army Values
- Enforce Army Standards
- Focus on sustained, long term success and direction
- A culture of Safety and Sustainability
- Recognize employee excellence
- Make decisions based on facts; rely on Garrison subject matter experts
- Develop multi-skilled and adaptive leaders
- Support Professional Development opportunities
- Professionalism and selfless service in all things
- Ensure you have the resources to succeed in your job
- Teamwork in all endeavors
- Clear and consistent feedback

MY EXPECTATIONS

- Live the Army Values, Civilian Creed, and the Soldier's Creed
- Adhere to Army Standards
- Take pride of ownership in your job and products
- Be proactive - accountable and responsible for your actions
- Identify problems and provide solutions
- Effective staff coordination at all levels
- Make decisions for the greater good of the organization
- Focus on long term vs. short term results
- Remain objective; do not take things personally
- Know your customers and be courteous and responsive to their needs
- Communicate consistently up and down your Chain of Supervision
- Maintain and improve your expertise in your area of responsibility
- Recognize and reward your personnel
- Conduct performance counseling, identifying strengths and areas for improvement
- Think win-win
- Work as a team; you cannot do it alone
- Take care of yourself, your people, and your family
- Safety Always!